



supporting**people**

supporting independence



# Consulting on the draft strategy

April - May 2007

**Hertfordshire Supporting People Programme**

**Draft Strategy**

## Contents

	Page
Introduction	3
What is Supporting People	3
Vision, Aims and Objectives	4
Local and National Context – How Supporting People Fits In	5
Current Services and Needs	8
Overview of Supply and Expenditure	9
Older People	14
People with Mental Health Problems	16
People with Learning Disabilities	18
People with Physical or Sensory Impairment	20
Homeless People	22
Substance Misuse	24
Offenders and those at Risk of Offending	27
Young People	29
People Escaping Domestic Violence	31
Gypsies and Travellers	33
Other Vulnerable People and Housing Support	35
Meeting the Diverse Needs of Hertfordshire	38
Service User and Carer Involvement	40
Decision-making arrangements	41
Commissioning and Procurement	42
Performance Monitoring and Service Reviews	44
Cross-Authority Statement and Sub-Regional Issues	45
Financial Planning	46
Consultation Questions	47

## Introduction

The Hertfordshire Supporting People Programme is developing a new Supporting People strategy to take forward the work that is done across the county to meet the needs of vulnerable people with housing support needs.

The new strategy will seek to address the challenges and criticisms set out in the Audit Commission's inspection of the Supporting People programme in May 2006. It will provide a firm foundation for the development of a robust, needs led, and service user focused programme for the period 2007-2012.

This first draft strategy has been prepared as a consultation document. It proposes an outline strategic approach to developing the Supporting People Programme over the next five years, and is intended to be a tool to aid consultation with partners, providers, service users and carers and to lead to the development of a final strategy that is supported and understood by all. It presents a number of questions that we think need to be addressed in the consultation process. However, we want our partners and stakeholders to feel free to comment on any aspect of the developing strategy, not just those that we have asked questions about.

The Hertfordshire Supporting People Team will arrange a number of consultation events over April and May 2007 to ensure that as many people as possible have the opportunity to contribute to the final strategy. A consultation plan will be published on the Hertfordshire Supporting People website. We aim to have the final strategy adopted during June and July 2007.

For more information about the consultation process and the strategy please contact Hertfordshire's Supporting People Team:

E mail: [supportingpeople@hertscc.gov.uk](mailto:supportingpeople@hertscc.gov.uk)

Telephone: 01707 280600

## What is Supporting People?

Central government has set out a clear definition of Supporting People:

*The Supporting People programme offers vulnerable people the opportunity to improve their quality of life by providing a stable environment which enables greater independence.*

*It will deliver high quality and strategically planned housing-related services which are cost effective and reliable, and complement existing care services. The planning and development of services will be needs led. Supporting People is a working partnership of local government, service users and support agencies. (CLG Supporting People Website home page)*

Hertfordshire County Council is the Administering Authority for Supporting People in Hertfordshire, and as such has a key role in facilitating the strategy and delivery of services.

## Housing Related Support in Hertfordshire

The government has set out clear guidelines about the groups of people that are eligible to receive help from Supporting People. It has also set out guidance on the support tasks that Supporting People can pay for. Hertfordshire Supporting People Programme has set out an Eligibility Policy which states how the government's guidance will be applied in Hertfordshire.

It is important to note that Supporting People can only pay for housing related support. It cannot pay for care services or other support services. In many cases people may receive services funded by the Supporting People programme as well as other funding sources (for example, the County Council's Adult Care Services).

The Hertfordshire Supporting People programme currently contributes to the provision of support in around 15,000 places in supported accommodation, about 1150 units of 'floating support' (housing related support that can be delivered anywhere and is not tied to a particular building) and 3,300 community alarms. This distribution of the type of provision has not changed significantly since the start of the Supporting People programme.

The current provision is delivered by 109 organisations, offering 559 different services.

The Hertfordshire Supporting People programme spends £21 million on these services.

The Supporting People programme in Hertfordshire has already identified that the key priorities areas are young people, older people, mental health and value for money throughout the programme.

## **Vision**

Hertfordshire Supporting People will make a real difference to the lives of people who need housing related support by offering the widest possible range of support that we can in response to the wishes and needs of service users and their carers. Access to Supporting People services will be available to all those who are eligible. Services will maximise the independence of service users and promote positive outcomes tailored to individual needs. Support will be available

in a choice of accommodation, including people's own homes, allowing people to receive the type of support they need, where they prefer to receive it.

To deliver this vision and in order to provide services that improve people's quality of life and independence, we are committed to building strong partnerships between statutory bodies, service users and their advocates, carers and housing/support providers.

We will develop services through a needs led approach, and in line with what service users tell us is important to them.

Services will be:

- Cost effective
- High quality
- User focussed
- Complementary to other local services
- Responsive to identified needs
- Focused on promoting independence
- Accessible to all parts of the community

## **Key Aims and Objectives**

The success of the Supporting People programme will require the development and adoption of aims and objectives that are shared and understood by all key stakeholders in Hertfordshire's programme - County, District and Borough Councils, Primary Care Trusts, the Probation Service, providers and, most importantly, service users and carers.

At this stage of the strategy's development, we want to promote debate about what these should be, particularly in the longer term. However, the Programme Development Group (PDG) and Commissioning Body (CB) have already approved a demanding improvement plan which maps out

priorities for the coming 12 months. These can be summarised as follows:

- Developing a new Supporting People strategy that is based on a clear understanding of local priorities, and responds to the needs of service users and their carers.
- Drawing up a reliable picture of the cost and value for money of existing Supporting People services, delivering savings on those services that do not offer value for money.
- Reducing the amount of Supporting People funding spent on ineligible services.
- Identifying those services that should be decommissioned to enable more relevant or prioritised services to be developed.
- Identifying priorities for new service developments, including a shift away from accommodation based services to services that can be delivered in all tenures.
- Ensuring that we treat all providers, including statutory sector providers, in the same way.
- Making sure that we develop new services in a planned way to meet needs across the county
- Improving service user and carer involvement in the Supporting People programme
- Introducing three year contracts based on clear and improved Supporting People procurement systems.
- Implementing a new computer system that will enable more effective management of the Supporting People programme
- Improving the governance arrangements of the Supporting People programme to ensure that service users, carers, providers and partners can be effectively

involved in shaping and delivering the programme over the coming years.

- Improving the effectiveness and availability of information about Supporting People across the county.

By addressing these fundamental issues over the next twelve months, the Supporting People programme will establish a firm foundation from which to implement further changes in Supporting People services from April 2008 onwards. It is important that the Supporting People strategy provides a clear picture of the key priorities and objectives for the four years from 2008, although we will have to review these each year to make sure our work remains focussed on the things that are most important.

The consultation process will offer all stakeholders the opportunity to be involved in the debate about, and establishment of, these priorities.

## **Local and National Context - How Supporting People Fits In**

The Supporting People programme reflects the priorities of national and local government. Housing related support is an important preventative service and therefore helps all partners improve things for vulnerable people.

In developing the Supporting People strategy we will take account of

- Hertfordshire-wide and district Community Strategies
- Hertfordshire's Local Area Agreement
- District and county council priorities
- Probation priorities
- Health priorities

- Housing strategies (district and regional)
- Social care strategies for all client groups

Supporting People is not a separate service area distinct from other services provided by councils, the NHS, probation and other statutory services. It plays a key role in contributing to their corporate and strategic plans and priorities, in terms of both prevention and support:

- Supporting the independence of the growing number of older people
- Helping people feel safe and secure
- Building safer and stronger communities
- Reducing anti-social behaviour
- Improving the health of the population and reducing health inequalities
- Reducing hospital admissions
- Facilitating prompt hospital discharges
- Supporting drugs intervention work, and contributing to associated crime reduction
- Supporting young people
- Supporting offenders

Supporting People will play an important role in helping partners and providers in Hertfordshire meet the demands of the White Paper, 'Our Health, Our Care, Our Say: a new direction for community services'. Supporting People services already address key themes of the White Paper, such as:

- Supporting people with long term conditions to live independently in the community
- Working with carers, and responding to their needs
- Preventing ill health

- Improving access to services by all groups in the community
- Contributing to services jointly commissioned by health and social services.
- Allowing people greater freedom to choose the support they want to meet their needs.
- Allowing people greater control through direct payments and individual budgets

The Supporting People programme is governed by a multi-agency structure. This allows for the participation of all key stakeholders in the development and delivery of Supporting People strategy and services. To maximise our success we need to agree how best to ensure consistent and effective participation from all stakeholders.

The Supporting People strategy will need to ensure that key national and local priorities are addressed.

Many Supporting People client groups are identified as priority groups in the above strategies. The Supporting People strategy will be all the stronger for identifying these priorities and showing how it will contribute to meeting them.

We will seek to ensure that Supporting People not only meets the housing related support needs of local people, but also complements other related services in the county, making them more effective and maximising the use of available resources across relevant agencies.

The development of the strategy will therefore need to take full account of existing service plans, strategic priorities and targets. The demands of this approach should not be underestimated, and will need the active support and participation of all partner services and agencies.

The strategy will also need to dovetail effectively with regional and sub-regional policies and agendas, ensuring that Hertfordshire is well placed to take advantage of and support developments throughout the surrounding area.

The development of the strategy will take full account of the local strategic context. Stakeholders will be asked to contribute to this work to ensure that the Supporting People programme is firmly based in local priorities and plans, and contributes to the delivery of established targets.

The consultation processes will be used to ensure that all relevant strategies and services are identified and that Supporting People strategy is linked to them as closely as possible.

### **Who is this strategy about?**

Currently 21 client groups are listed within the Supporting People programme. In this strategy, we group some of these together as follows:

#### **Older people, including**

- Older people with support needs
- Older people with mental ill-health and dementia
- Frail elderly people

#### **People with mental health problems**

#### **People with learning difficulties**

#### **People with physical and/or sensory Impairment**

#### **Homeless people, including**

- Single homeless people with support needs
- Rough Sleepers
- Homeless families

#### **Substance abuse, including**

- People with drug problems
- People with alcohol problem

#### **Offenders**

- Offenders and those at risk of offending
- Mentally disordered offenders

#### **Young People**

- Young people at risk
- Young people leaving care
- Teenage parents

#### **Domestic Violence**

- People at risk of domestic violence

#### **Gypsies and Travellers**

#### **Other Vulnerable People Who May Need Housing Support**

- People with HIV/AIDS
- Refugees
- Individuals who are socially vulnerable/socially excluded

## Current Services and Needs

The supply of supported accommodation has not significantly changed since the introduction of Supporting People in Hertfordshire. The supply of Supporting People services must become more responsive to the needs of service users in all parts of the county. Consequently, we will use supply and needs analysis to shape the future development of the Supporting People programme, with the explicit intent of developing services that are not accommodation based.

It is clear that this will mean a change in the way that we currently spend the Supporting People budget, and that some services will receive less money in order to allow us to focus on agreed priorities.

We will also ensure that Supporting People funds are only used to pay for housing related support services as defined by the government and set out in Hertfordshire's Policy Statement on Eligible Services and Tasks. This is likely to mean that a number of services that provide social care alongside housing related support may have their Supporting People funding reduced.

Whilst we have information about what services Supporting People funds (in part or in full), there is a clear need to identify what proportion of overall costs are met by Supporting People and where other sources of funding come from.

We also need to be clear about what supported accommodation is provided that is not Supporting People funded or supported. This will be important when it comes to determining future development priorities.

With changes in client need and expectations some services may no longer offer value for money. We will conduct robust value for money

assessments in 2007 to identify such schemes and will work with them either to deliver more cost effective services or to decommission them and free up resources that better meet the priorities of Hertfordshire's Supporting People programme.

The next part of this strategy is summary information on supply and needs for each client group together with consultation questions. Each section can be considered separately for the purposes of consultation with particular groups of services users or stakeholder.

These services have a key contribution to make to the Safer and Stronger Communities, and Healthier Communities and Older People strands of the Local Area Agreement. They are also key contributors to the delivery of the County Council's Adult Care Services Plan, the housing strategies of the county's District Councils' housing strategies, the priorities of the county's Primary Care Trusts and the Probation Service.

It is important to note that we have summarised information about the number of places where people live that receive Supporting People funding. These are not necessarily the only supported housing services available. Others operate without Supporting People funds. This is often quite appropriate.

The Supporting People programme will never have enough funding to meet the housing related support needs of all those who need it. The challenge we face, with our partners, service users and carers, is to decide what services should receive Supporting People funding in the future, and which services should no longer receive it.

For some client groups further work is required to fully assess and quantify needs

## An Overview of Supply and Expenditure

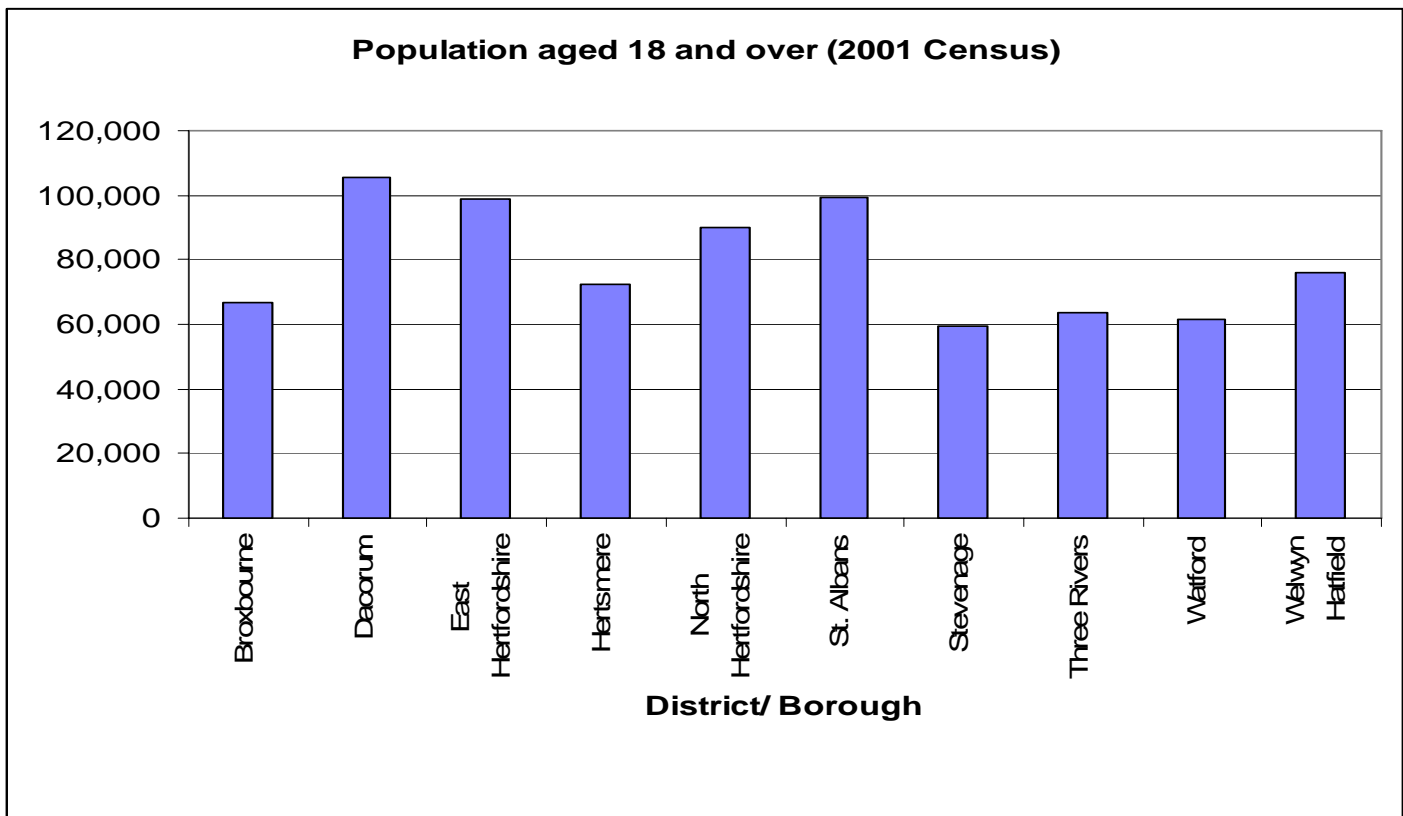
This section summarises the way in which Hertfordshire's Supporting People Grant is spent, both by geographic location and by service.

As can be seen from figures 1 and 2 below, the expenditure of the Supporting People Grant does not match the population of each district council. In

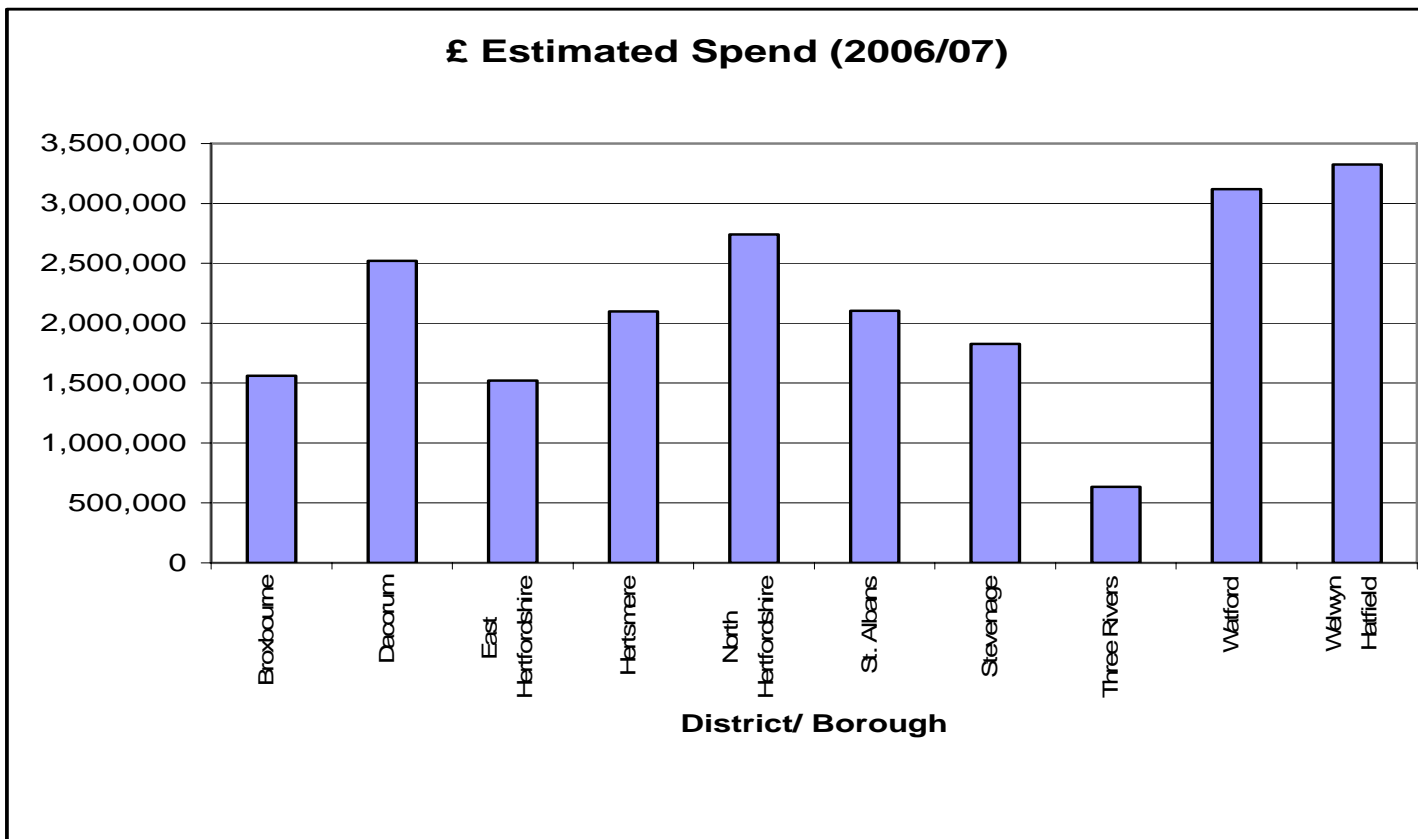
some cases this is not an issue, as residents of one district may regularly and easily access services in a neighbouring district which has more Supporting People services.

However, in planning and commissioning new services, we will be mindful to ensure a distribution of services and resources across the county according to needs and priorities. This may result in changes to historical patterns of expenditure and service delivery.

**Figure 1: Population by District/ Borough**



**Figure 2 Estimated Spend 2006/07 by District/ Borough**



**Figure 3: Estimated Spend 2006/07 by Client Group**

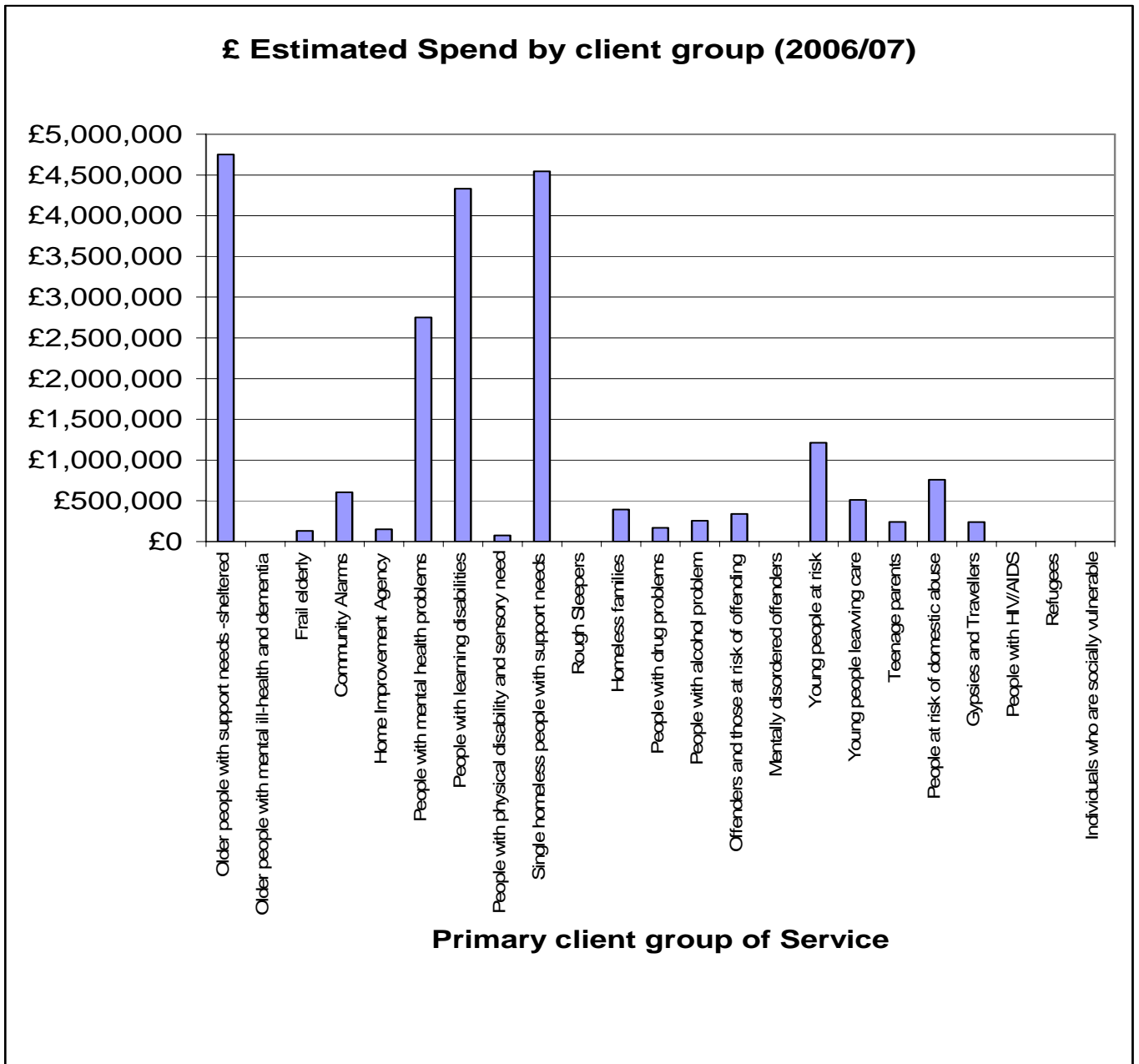


Figure 3, shows that the Supporting People budget is spent primarily on four groups. Services for older people with support needs, people with mental health problems, people with learning disabilities

and single homeless people account for approximately ¾ of the total Supporting People budget.

**Figure 4. Capacity by Client Group**

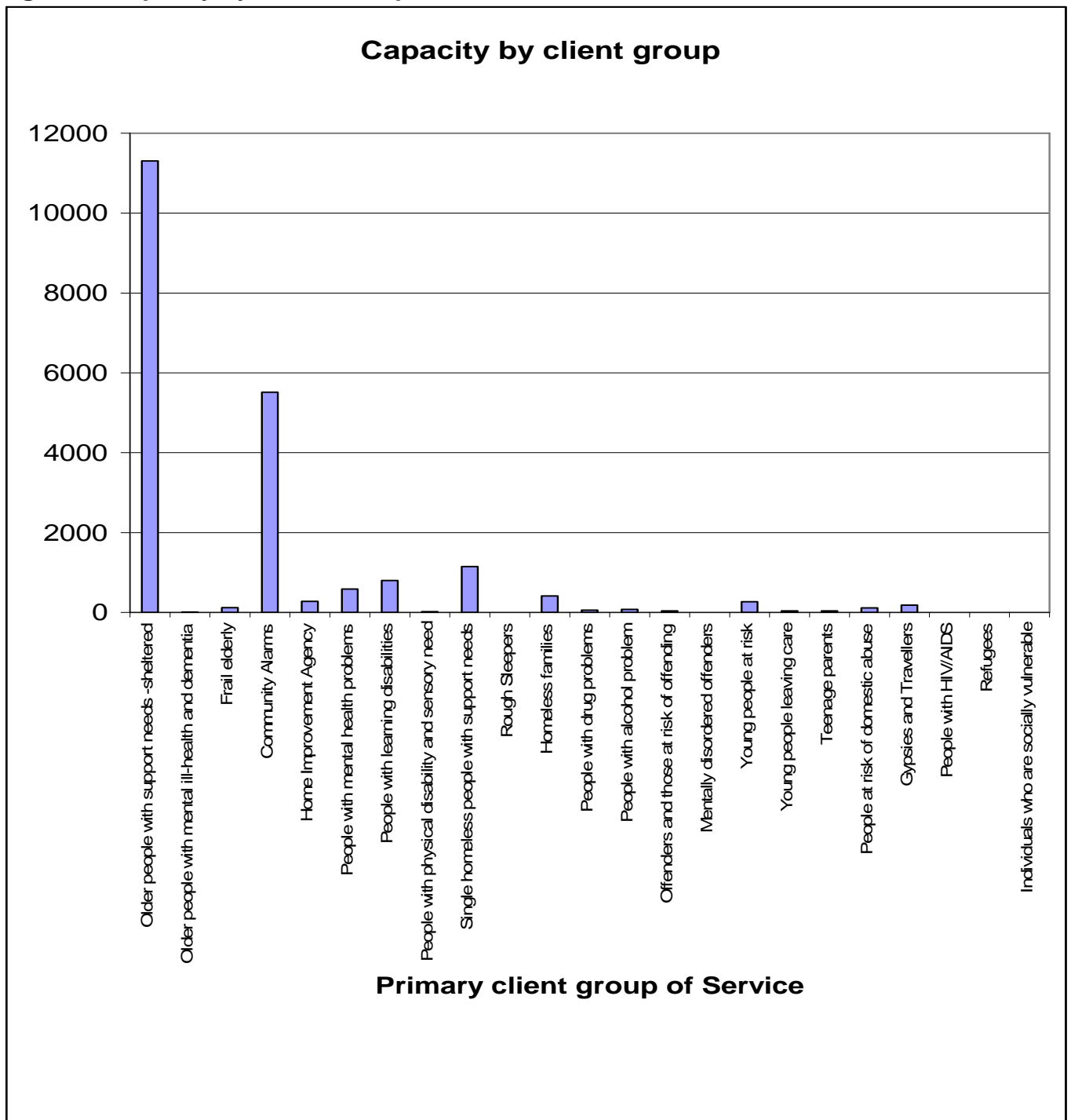


Figure four, shows us that the number of units of supported accommodation purchased by the budget is not related to how much is spent on each client group. In some cases this reflects the differing costs of services, particularly more specialist services. However, it is clear that the Supporting People Programme needs to ensure a more efficient

distribution of resources across all client groups to ensure that we respond to the housing related support needs.

The Supporting People grant for Hertfordshire in 2007/08 is £21,000,881. However our current total contractual commitments exceed this. We need to change the basis of our contracting so that commitments are reduced and better

reflect actual usage of services. We also need to achieve savings by ensuring better value for money services.

## Older People

The Supporting People Programme primarily funds the following services for older people:

- Sheltered Housing Wardens
- Extra Care Housing Wardens
- Community Alarm Services
- Home Improvement Agencies

It is well-known that Hertfordshire has an ageing population. There are around 161,000 aged 65 or over. We know that the number of people over 85 years will increase by 760 people a year over the next 10 years. In addition, the proportion of people in this group who own their own homes will also significantly increase, from 48% in 2005 to 69% in 2015. This may mean that more people will want to receive support in their own homes, rather than have to move to new accommodation.

There is a wide range of existing services that provide both care and support to older people across Hertfordshire. Many of these need to change, and are changing, to respond to the needs and wishes of older people at the start of the 21<sup>st</sup> century. In order to co-ordinate appropriate new developments, Hertfordshire County Council Adult Care Services commissioners and the Supporting People team will review the current provision of housing related care and support for older people. This work will begin in April 2007.

### Existing Services

#### Sheltered Housing

Currently there are 11,316 homes receiving support from a warden service that are covered by contracts with Supporting People. About 7,500 of these receive financial support from the Supporting People Programme - about 65% of the total. Most of the 11,425

homes are occupied, with occupancy levels across Districts and Boroughs ranging from 91% to 99%. However, it is not clear that all people in these 7,500 places require housing related support.

In 2006-2007, the Supporting People Programme spent approximately £4.7m on housing-related support provided by the warden service. This is approximately a quarter of the total spend of the Programme. Other funding comes from Adult Care Services to pay for care costs

Some District and Borough Councils and housing providers report that the design of some of this housing is outdated and unsuitable for the needs of older people. Some of it is therefore more difficult to let.

Older people living in sheltered housing have told us that they value the warden [or scheme manager] being readily available in person, as is the case when they live on site.

We will seek to reduce our expenditure on sheltered housing, initially by 10%, through service reviews and value for money exercises, so that we can reallocate resources to other types of housing related support that are in short supply in the county.

#### Extra Care Housing

As the needs of people in the older age groups rise and their expectation of remaining in their own homes grows, it is important that housing-related support is able to respond.

The Supporting People programme currently supports 121 places for frail elderly people. Most of these are in extra care housing schemes with the rest being provided in other supported housing services. Adult Care Services has identified that an additional 650 extra care housing places are needed across the

county. They are keen to work with District and Borough Councils and housing providers to create new schemes and convert some current sheltered housing into extra care housing.

In addition to Supporting People funding, Adult Care Services also funds the social care support for older people in extra care and sheltered housing, this being provided predominantly by Home Care.

We plan to use savings from elsewhere in the Supporting People programme to fund additional extra care housing places.

### **Community Alarms**

Currently the Supporting People Programme funds 45 services with 20 providers of Community Alarms. There is considerable variety across the county in the availability and levels of response services. There is also considerable variation in charging arrangements and levels. Approximately 3,300 people have a Community Alarm funded by Supporting People. Additionally a similar number fund alarms themselves, often from the same providers as Supporting People. The Supporting People programme has contracts for up to 5,500 community alarms

The contract value funded by Supporting People for Community Alarms is approximately £1m or 5% of the total Programme budget.

Adult Care Services is also administering a Preventive Technology Grant and is working across the Supporting People contracts to introduce automatic Telecare detectors as a complementary service to Community Alarms.

The use of such technology is likely to play an increasingly important role in helping people to remain in their own homes safely and independently. The Supporting People Programme needs to

encourage and support the development of such schemes in the future

### **Home Improvement Agencies**

The Supporting People Programme, along with District and Borough councils, Primary Care Trusts, Adult Care Services and the Fire and Rescue Service fund Home Improvement Agencies in Hertfordshire to provide a range of services including supporting the Disabled Facilities Grant process and Handy Person Schemes.

The Local Area Agreement has identified the improvement of the efficiency of the Disabled Facilities Grant (DFG) process as a key target.

Older people are major recipients of these services along with younger adults with physical disabilities.

Given the changing shape of owner-occupation amongst older people and government consultation on Disabled Facilities Grants, it is important that these services are efficient and responsive. The review of older people's supported housing services will establish the right balance of resources that should be allocated to these services.

### **Floating Support**

There are currently no floating support services available specifically to support older people with support needs in their own homes. This can often mean that people have to move to other accommodation to receive support. This is widely accepted as a poor alternative to remaining in one's own home.

The Supporting People programme will develop floating support services that can work alongside other care and support services to support older people in their own homes.

## **People with Mental Health Problems**

Mental health problems affect people in all parts of our society. This means that all Supporting People services should be able to address basic mental health needs of vulnerable people. However, we know that some people's mental health needs are best addressed in specialist services, including supported housing services.

A high proportion of people who use drug and alcohol services also have mental health problems. Still more may abuse substances although they are not referred to or do not attend specialist substance abuse services

People with mental health problems tell us how important the availability of suitable housing is to them in order to provide a situation where their health can improve

The number of people with mental health problems in Hertfordshire who also require housing related support is about 2200. We anticipate that the number of people requiring housing related support will continue to grow as the population grows.

The Joint Commissioning Team for Mental Health commissions integrated MH services from the HPT who assess individuals' needs to determine whether they will be able to receive support and care from mental health services. Services are commissioned in line with Investing in your Mental Health, the local mental health strategy. Many people with a mental health problem may not be assessed as needing such support. However, this does not prevent them from receiving housing related support funded by the Supporting People programme.

Equally, many people who receive care and support from mental health services may also receive housing related support funded by the Supporting People programme.

### **Existing Services**

The Supporting People Programme funds a total of 586 mental health units of support, consisting of 214 short-term and 372 long-term units. Approximately 148 units are floating support and 438 are accommodation-based.

In 2006-2007, the Supporting People Programme spent £2.7m on these services, approximately 13% of the total Supporting People Budget.

It is evident that in order to make the best use of the accommodation based services identified above, more move on accommodation is needed, so that people can move to more independent housing, and free up more intensively supported accommodation for those who need it. The Supporting People programme will work with registered social landlords (housing associations), district councils and other housing providers to expand the provision of move on housing.

We also propose to expand the provision of floating support services to meet the needs of people with mental health problems, enabling people to move into/remain in their own homes and receive flexible support as their needs change.

### **Service Development**

The needs model consultation shows that there is a need for more units of housing-related support in Hertfordshire.

The present distribution of Supporting People-funded services for people with mental health problems is uneven across the county and this needs to be addressed by the strategy.

The Supporting People programme will work closely with the Joint Commissioning Team for mental health to develop a mental health accommodation strategy. This will inform the detailed requirements for housing related support to be funded by Supporting People.

We will examine the funding arrangements for mental health supported housing services to ensure that commissioning arrangements are led by the most appropriate agency.

## **People with Learning Disabilities**

As with mental health and older people's services, many of the services that the Supporting People Programme funds are also funded by the Joint Commissioning Team.

The Supporting People Strategy will be co-ordinated with the Adult Care Services Housing and Support Strategy for People with Learning Disabilities in Hertfordshire, as updated in 2006. This includes a set of standards for housing, and the vision that people with learning disabilities should have as great a choice as possible over where and how they live. A range of housing and support options is needed in order to achieve this.

Currently the Supporting People programme supports 801 places for people with learning disabilities

### **Accommodation- based support**

Currently there are 759 places for people to live in services contracted through Supporting People, in accommodation intended for people with a learning disability. 688 people living in these places receive financial support from the Supporting People Programme - about 86% of the total. Most of the 759 places are occupied, with occupancy levels across Districts and Boroughs ranging from 83% to 100%.

Some recently developed places providing a package of support and care are not currently receiving any Supporting People funding, although expenditure on housing related support elements of the package would be eligible.

In 2006-2007, the Supporting People Programme spent in the region of £4.3m on accommodation-based services for people with a learning disability. This is only a fraction of the total expenditure by Hertfordshire County Council on the

overall packages of support and care for the 760 places. Expenditure on Learning Disability services is approximately 1/5th of the total spend of the Supporting People Programme.

There is an existing stock of shared accommodation both in Registered Care Homes (not funded through Supporting People) and in shared houses. People with learning disabilities have said in a variety of situations that they would like more independent accommodation rather than shared houses. To improve the range of housing options available, future development needs to have an emphasis on self-contained accommodation (including support for people with medium/ high needs), and to make shared ownership available as an option.

The Supporting People programme will work with the Learning Disabilities Partnership Board to make sure that services are developed that provide the right mix of care and housing related support in a variety of types of accommodation

Learning Disability Commissioners' data about people in need of housing suggests that need for new housing is generally evenly spread across the county. Supporting People commissioners will draw on more detailed analysis of this data, to understand where there is a concentration of particular types of need.

As people with learning disabilities grow older, housing options appropriate to older age are relevant to them, and future strategy needs to consider how it may be possible to meet some people's support needs through extra care housing as designed for the general population.

### **Floating Support**

3 services currently provide floating support for 42 people, in some but all not parts of the county. The amount spent on

these services is in the region of £100,000.

Floating Support can enable people with learning disabilities to live more independently, and without being tied to the location of specific accommodation. This is recognised as an option to be explored and developed in the Adult Care Services Housing and Support Strategy.

Housing related support for people with learning disabilities can be provided as part of a “generic” floating support service also serving people with mental health problems, or a history of homelessness. Minimal or low level generic floating support is a high priority for future Supporting People commissioning, including an aim of ensuring adequate coverage across all areas of the county.

“Keyring” services (with a number of people living independently in a small geographic area with a community living worker available in the same locality) also offer a model for support for people to live independently, as part of the overall housing and support strategy.

## **People with Physical and/or Sensory Impairment**

There is currently a mix of service provision for people with a physical and/or sensory need delivered across Hertfordshire. Adult Care Services have identified a need to shift provision from residential provision to specialist housing.

The varied activities of Home Improvement Agencies (HIA) also provide services to those with a physical and/or sensory need as well as older people. Along with the Disabled Facilities Grants provided by district councils, HIAs can help improve and adapt people's homes to make them more suitable to live in. However, this funding does not pay for housing related support.

As with other client groups, many people with physical and/or sensory impairment do not require housing related support. A growing amount of new build housing is designed to be suitable for people with a range of impairments, and should be easily adaptable to respond to people's changing needs.

We estimate that about 375 people with physical and/or sensory impairment need housing related support.

### **Existing Provision**

The Supporting People programme currently funds 21 places across 4 services in specialist housing provision for younger people with physical disabilities.

In 2006-2007, the Supporting People Programme spent about £82,000 on housing related support directly for this group - approximately 0.3% of the total Programme spend. In the same period, the Supporting People Programme spent approximately £150,000 for Home Improvement Agencies – approximately 0.6%, of the programme spend.

Service users across all the groups identified by the Supporting People programme may have sensory impairment. There are currently no specialist sensory impairment services that receive Supporting People funding

The programme will need to ensure that all services can meet the needs of people with sensory impairment in accessing and using the support on offer. However, we recognise that in some circumstances, specialist housing related support services may be required.

Provision for people with a physical and/or sensory impairment is under provided throughout Hertfordshire. The full nature of this need is unknown. We do not have full information about how many younger people coming through transition from specialist children's services plan to leave home.

Feedback from younger physically disabled people indicates that shared and residential care accommodation with support is unwanted. We therefore propose to focus Supporting People funds on housing schemes which reflect people's wishes. We will only prioritise funding for schemes for this client group that offer self-contained accommodation.

The challenge for the Supporting People programme is to identify how much housing related support should be linked to specialist schemes and how much should be provided by a generic floating support service, which will require the provision of suitable housing. Adult Care Services see the use of individual budgets and direct payments as providing the route to the social care support for this group. Care and support packages will have to make increasing use of multiple sources of funding. The Supporting People element of such care

and support packages may only be relatively small, though still important.

### **Floating Support Services**

Although current services are primarily accommodation-based services, there are 2 floating support packages in North Hertfordshire. These are an addition to an existing service as part of a 2-year service development and remodelling plan and offer outreach/resettlement support. The service will eventually provide up to 7 more floating support packages.

### **Home Improvement Agencies**

The Supporting People Programme, along with District and Borough councils, Primary Care Trusts, Adult Care Services and the Fire and Rescue Service fund Home Improvement Agencies in Hertfordshire to provide a range of services including supporting the Disabled Facilities Grant process and Handy Person Schemes.

The Local Area Agreement has identified the improvement of the efficiency of the Disabled Facilities Grant (DFG) process as a key target Joint working is in place to address the need for increased efficiency across the DFG process.

## Homeless People

This section includes single homeless people with support needs, rough sleepers, and homeless families.

Many other people who are supported in housing for other client groups addressed in this strategy would also be vulnerable to homelessness without the services made available through funding from Supporting People and other funding sources. Equally, many homeless people require specialist support to help deal with, for example, mental health or substance abuse problems.

Our present estimate is that a further 200 places are needed for single homeless people and people who sleep rough. A further 320 places are needed for homeless families.

### **Accommodation- based support**

Hertfordshire Supporting People helps to fund 1381 places for homeless people. Of these, 1087 are for single homeless people and 294 are for homeless families. There is some overlap between these numbers as a number of hostel places are available to either single homeless households or families. Many places are, however, restricted to one or the other.

Almost all these homelessness services are contracted so that support for all people in the service is funded by Supporting People. Around 86% of Single homeless places were occupied in 2006, and 97% of homeless family places. Occupancy levels for single homeless places ranged across Districts and Boroughs from 76% to 100%. (The lowest usage of places occurred where services were in process of remodelling.)

In 2006-2007, the Supporting People Programme spent approximately £4.45m on accommodation-based services for single homeless people, and £303,000 for

homeless families. These figures total nearly a quarter of the total budget of the Supporting People Programme.

Numbers of places and spending on single homeless services are notably higher than average in Welwyn Hatfield and Watford, and particularly low in East Hertfordshire, Hertsmere and Three Rivers.

District housing authorities are currently working to meet a Government target to reduce their use of hostel accommodation by 50% by 2010. This will place increased demand on already limited housing stock, and may reduce access to support services for vulnerable people. The Supporting People programme will work with its partners to identify ways to overcome these difficulties.

Some existing hostel accommodation is in single large buildings, which are increasingly unsuitable for their purpose. Remodelling has the potential to improve the condition of accommodation and the delivery of support. Floating support may also be an alternative but requires the availability of suitable housing from within the general needs stock.

The Supporting People programme will actively encourage the remodelling of unsuitable hostel accommodation into modern appropriate accommodation for vulnerable homeless people.

### **Rough Sleepers**

Currently provision for Rough Sleepers is made within services for single homeless people. Four services record a significantly higher proportion of rough sleepers than other homelessness services: these four are located in Watford, St Albans, Dacorum (Hemel Hempstead) and North Hertfordshire (Hitchin). Two other services, one in Stevenage and one in Welwyn Garden City, report a smaller number.

### **Overlap between client groups**

The support services which are designated as having a primary client group of single homeless people frequently cater for large numbers of people with other support needs, in particular mental health, substance misuse, and offending.

Some of the services (e.g. foyers) included in the single homeless accommodation-based totals quoted cater only for people under 26, and the future strategy will view these as a resource aimed at young people.

The work of district council homelessness teams is of vital importance to the Supporting People programme. It is these services which formally identify people as homeless, and their work can do much to prevent people become homeless.

The Supporting People programme will work closely with district council homeless teams across the county to ensure that services are co-ordinated and that access to Supporting People services is as timely and easy as possible.

### **Floating Support**

6 services currently provide floating support for 179 single or homeless family households. This support is currently available in Dacorum, Watford, St Albans, Welwyn Hatfield and Broxbourne. The amount spent on these services is in the region of £200,000.

Floating support for young homeless people (not counted above) is provided across most of the county, although not currently commissioned through Supporting People in Hertsmere or Stevenage.

Housing related support for people with a history of homelessness can be provided

as part of a generic floating support service also serving people with other support needs such as mental health problems or substance misuse, which are often overlapping support needs. Floating support can contribute towards meeting targets for housing authorities to prevent homelessness.

Input from homeless people makes it clear that getting more permanent accommodation is a priority such that concern over the how support is provided should not distract from making more accommodation available and improving move-on arrangements.

Minimal or low level generic floating support is a high priority for future commissioning, including an aim of ensuring adequate coverage across all areas of the county.

## **Substance Misuse**

### **People with Drug Problems**

The Supporting People Programme currently funds 56 units of housing for related support for people with drug problems across Watford and St. Albans

In 2006/07 Supporting People spent £166,000 on services supporting this client group

All of these places are delivered on an outreach / floating support basis. The majority of services are delivered in Watford and the west and east of Hertfordshire. Other support is provided by experienced medical practitioners or support workers trained to deal with the health-related issues.

Many organisations deliver outreach to drug users throughout Hertfordshire and some housing advice is being provided through these services.

We estimate that there is a need for approximately 75 additional units of supported accommodation for people with drug problems.

### **The Development of Services**

There is substantial overlap between drug users, alcohol users and people with mental health problems. Hertfordshire Drug and Alcohol teams estimate that 80% of all drug using clients have a co-existing alcohol problem, as well as having a high risk for developing mental health problems.

Drug users often have chaotic lifestyles and present certain behaviours. It is important that support staff are trained to understand these behaviours, their triggers and related clinical issues. This support could be met by a substance misuse floating support worker or in an accommodation-based environment. It is considered less likely that a generic

support worker could provide the correct support without previous substance misuse training and experience. A combination of health and housing support will reduce the effects of crisis. However we need to ensure that appropriate joint funding is identified for new services – Supporting People funding can only be used to provide housing related support.

### **Other Designated Services**

The Drug Intervention Programme reported 350 assessments between January and March 2006 and 180 assessments between April and July 2006.

The total figure of 530 illustrates that there is a significant number of drug users throughout the county. The highest drug related offences are committed in the west and east of the county.

Many drug users require housing-related support during and after participation in a treatment programme, for example in order to avoid evictions through anti-social behaviour or crime. This is particularly important following residential rehabilitation .

Statistical monitoring shows that the majority of users are male and the ethnic origin is predominantly white British.

### **Partner Agencies**

There are many different professional organisations working with this client group. Joint working between professional organisations and between funders, for example through linked strategies, will ensure that needs are being appropriately met by each organisation.

Supporting People's partner agencies indicate that there is potential need for a floating support service. Generic floating support can meet the needs of service

users in their own tenancy to avoid eviction.

A combination of accommodation-based and floating support is needed to meet the needs of this client group. A client leaving a treatment programme may benefit from some supported accommodation or support in their own home to help them re-integrate into their local community. This may be through council or housing association provision or the private sector, where resettlement support can be made available.

There is a need for new joined-up services to meet the needs of this client group and Supporting People will hold discussions and consultations with partners and stakeholders to determine the most appropriate services to be commissioned.

There is also variable provision across the county for this client group. Services are primarily in the east of the county. We will therefore seek to address this in any future remodelling and commissioning exercises

## **Alcohol**

The Supporting People Programme currently funds support in 79 units of housing for people with alcohol problems across Watford and St.Albans

40 of these places are delivered on an outreach / floating support basis.

There are two providers providing accommodation based support in Hertfordshire to 39 people with alcohol problems as their primary need. One service provides a high level service with workers who sleep –in and the other is a medium level service that is supported in daytime

In 2006 – 2007 Supporting People spent £270,000 (approximately 1.3%) on the projects supporting this client group

## **The Development of Services**

People with ongoing alcohol problems often have several crisis points in their life which at times may need immediate intervention. This may be essential in reducing anti – social behaviour and subsequent repercussions from police.

Insecurity in housing (particularly for private tenants) can arise from the financial implications of alcohol addiction that can result in rent arrears or anti-social behaviour.

Supporting People's partner agencies indicate that there is potential need for a floating support service. Generic floating support can meet the needs of service users in their own tenancy to avoid eviction. It can also support people who are sleeping rough.

The future development of housing related support services must be based on strong partnerships with other agencies to ensure that the right range of care and support is easily accessible to people with alcohol problems.

We estimate that a further 300 places are needed for people with alcohol problems. We need to be clearer about the type of services that are needed and where they should be based to ensure that there is appropriate supported accommodation across the county.

## **Other Designated Services**

The Supporting People programme has evidence from client record returns that many people with alcohol problems are supported in other, non-specialist Supporting People services. Clients with alcohol problems may present through homelessness routes and other routes.

People with alcohol problems are often involved in crime. Out of 360 offences committed in Hertfordshire between April and July 2006 180 offenders had alcohol problems. The Supporting People programme will take offending issues into account when planning services for this client group, and will work with partner agencies to ensure that any supported housing that is developed is planned to minimise offending behaviour and anti-social behaviour.

## **Offenders and those at risk of offending**

This client group covers everyone who has offended or is at risk of offending whether or not they have been in prison. Support is offered where a person's housing situation is adversely affected by their offending and they are at risk of losing their home or at risk of re-offending. This also includes mentally disordered offenders, defined as people who have received hospital treatment for a mental health problem whilst in prison.

Supporting People funds 37 units of housing-related support for offenders in Hertfordshire. These units are based in the south-west of the county. 18 units are in Watford, 15 in Hertsmere, 4 in St Albans.

In 2006-2007, the Supporting People Programme spent £340,000 on these services, which is slightly more than 1.5% of the total programme budget. Services are well-used with most recent usage rates at approximately 92%.

All services are accommodation-based and are run by the same provider. There is no floating support service specifically designated for offenders in Hertfordshire, although we know that other Supporting People services in the county do support offenders in floating support and accommodation based services.

### **Service Development**

Longer-term housing stability among offenders reduces re-offending. In Hertfordshire we will achieve this by:-

- the introduction of floating support
- ensuring that services not primarily designated for offenders (e.g. homelessness hostels) target part of their support effectively to offenders

- planning Supporting People services to complement housing allocations and other services provided by strategic partners.
- Increasing awareness within the Supporting People Programme of its role in the Multi-Agency Public Protection Arrangements (MAPPA) in delivering effective outcomes where risk of re-offending or risk of harm is higher.

### **Floating Support**

Any new floating support service requires:

- Effective referral procedures operated in close partnership with housing providers, so that offenders at risk of losing tenancies receive timely housing-related support
- A flexible approach to support levels to enable higher-level support to be delivered during periods of crisis
- An extended period of support up to 12 months after initial resettlement to enable responses to individual triggers
- Extended support to 6 months longer than supervision by probation
- Sufficient county-wide coverage of support to meet needs and be effective

Housing providers observe that advice and support can be more effective where it is provided from outside the accommodation base of the client. Floating support can also achieve this. We will take this into account when planning and commissioning any future services for offenders and those at risk of offending

### **Non-offender designated services**

The number of offenders entering accommodation-based homelessness support services needs to be recognised, and those services need to be sufficiently flexible to deliver effective support to these offenders.

There is an uneven spread of services across the county. We will ensure that any new services are appropriately located across the county.

Mentally disordered offenders are a highly vulnerable client group for whom offender-designated accommodation-based services are unsuitable. Any accommodation-based services targeted at this client group need to be aligned to people with mental health problems but also linked to the MAPPA process where appropriate.

### **Partner Services**

Inter-agency co-operation is required at both a strategic and an operational level.

Hertfordshire Probation's Strategy for Offender Accommodation is currently under development and identifies several work areas where Probation and Supporting People can work together. For example, the Probation Service has been funding a housing consultant to give housing advice to Probation clients in the east of Hertfordshire. Probation has identified the need for this type of provision to be extended to the remainder of the county. Such advice services could link with any new floating support service offered with Supporting People funding. The Supporting People team will work with the Crime and Drugs Strategy Unit in ACS to implement the strategy.

The presence of a support service can also increase the confidence of housing providers accepting referrals from this client group. This can be the case for example where a floating support service is known to be flexible enough to respond to the changeable lifestyles of this client group. Problems occurring in a tenancy are thereby reduced along with disruption to neighbours or increasing rent arrears.

Supporting People can also achieve positive outcomes in conjunction with

other work on reducing drug dependency. It is a priority of the Government Office of the East of England to work with Supporting People and Drug Action Teams (DATs) to develop best practice for providing housing units for drug misusers and Hertfordshire will seek to contribute to this process.

## Young People

The Supporting People Commissioning Body is sponsoring the Accommodation Services for Younger People (ASYP) project. This two year programme of work commenced in June 2006 and is designed to promote independent living for vulnerable young people (16-25 years) who are homeless or are at risk of homelessness.

There are three key objectives:

- Integrating commissioning, funding, and service provision, with all relevant partners in Hertfordshire.
- Developing relatively high staff to tenant ratio supported accommodation in East Herts and Three Rivers for 16 – 25 year olds. Increasing refuge placements for 16 – 17 year olds.
- Ensuring a cross-agency approach on homeless prevention initiatives, targeting both schools and individuals

### Services available for young people

Earlier this year, the Accommodation Services for Younger People (ASYP) project mapped all the services which are currently utilised by young people which showed that the spread of services is uneven. A number of districts/boroughs appear to have ample provision whilst others have very little relative to demand.

In 2006–2007 Supporting People spent £1,941,000 (approximately 9% of the total budget) to provide 338 units of housing related support for young people at risk aged 16–25 years, care leavers aged 16/17 years and teenage parents.

In addition to this, client record returns indicate that 16-25 year olds were accepted into a third of single homeless units last year. This equates to about 350

units of accommodation being used by people in this age group.

### Accommodation based services

There is a variety of accommodation for young people funded by the Supporting People programme, including Foyers which provide educational and employment support and a few schemes which provide support to those with high level and complex needs.

39 units of accommodation are specifically designed for supporting teenage parents as a primary route. They can also access other forms of provision such as hostels, foyers etc. although this may not always be ideally suitable. About half the county has little or no provision for teenage parents, with some local authorities relying on accommodation in the private sector such as leasehold properties and floating support, if a scheme is available in their area.

There are 20 units of supported lodgings and 6 units of accommodation specifically for care leavers helping them towards independent living.

There is limited refuge and crisis type accommodation and schemes for 16/17 year olds. Schemes such as Crashpad provide some short term accommodation and support but there is evidence that this is insufficient to meet demand. Crashpad is not currently funded by Supporting People.

### Floating support services

Floating support is currently available in 8 of the 10 district council areas. The number of placements in these districts varies; Hertsmere and Stevenage have no coverage.

During the last three years an average of 1000 young people per year requested some type of housing related service from Herts Young Homeless Group, (HYHG).

Not all needed or were entitled to accommodation or housing related support but required homeless prevention advice and /or mediation services.

A variety of accommodation and support services are required for Hertfordshire's care leavers. Many of these are already provided by Hertfordshire County Council's Children, Schools and Families (CSF) services. It is estimated that there will be 100 care leavers leaving care in any 12 month period.

There are approximately 86 young unaccompanied minors in Hertfordshire who have care leaver status currently supported by CSF CART (children and unaccompanied minors) team. They receive housing related support but it is not funded by Supporting People.

### **The development of services in partnership with other agencies**

The ASYP project has already started to plan the remodelling of services in partnership with District and Borough Councils, voluntary sector agencies, Children's Schools and Families and Registered Social Landlords.

The ASYP is part of Herts' Local Area Agreement aimed at achieving better outcomes for young people and is being used as the framework to develop joint commissioning arrangements.

### **Strategic Direction**

It has already been agreed by partners, in consultation with young people, that a new model for young people's services is needed. This will:

- provide suitable accommodation that caters for a range of needs from low level to those with complex needs;
- increase crisis type accommodation (for 16/17 year olds);

- ensure that services including floating support are available across the county;
- Ensure that services will have sufficient flexibility and capacity to meet fluctuating demand.

Stakeholders such as CSF and Health favour a model which aligns accommodation and housing related support services closer to other mainstream services. For example, commissioning seamless services for care leavers and teenage parents.

There are gaps in the provision of accommodation based services, but apart from the new schemes already identified for East Herts and Three Rivers, it would be costly to build new services which catered for young people with complex need in every district particularly as there are barriers which prevent some high need young people accessing existing services. These barriers include exclusions because of history of drug and alcohol use, young people who have previously been deemed as intentionally homeless and the local connection issue.

## **People Escaping Domestic Violence**

1 in 4 women and 1 in 6 men have experienced, or will experience, domestic violence (DV) within their lifetime. Reported incidents have increased locally since 2004 and whilst national rates have decreased by 43% since a peak in 1995, the rate of all reported crime where violence against another person was evident increased by 8% in the East of England during the period 2003/04 to 2004/05. The British Crime Survey of 2004 estimated that 13% of women aged 16-64 had experienced interpersonal abuse in the preceding 12 months. Many people who experience domestic violence will not be able to receive support in their home area.

The Hertfordshire Supporting People Programme currently contracts with 6 refuge organisations to deliver a total of 114 units for women whose primary need is refuge from domestic violence. There are no such services for men.

In addition to the Supporting People funding, Hertfordshire County Council (HCC) supports a number of countywide services and initiatives, including Sunflower Centres – multi-agency advice and support centres for victims of domestic abuse. Adult Care Services (ACS) and Children, Schools and Families (CSF) currently support a number of services countywide. Local Domestic Violence forums are supported through small amounts of funding from the Crime and Disorder Reduction Partnerships (CDRPs) and the Central Division of the Hertfordshire Constabulary - who also contribute to the cost of other services.

In 2006-2007, the Supporting People Programme spent in the region of £760k on housing-related support for women escaping domestic violence –

approximately 3.1% of the total Programme spend. The total annual spend on DV services across Hertfordshire exceeds £850k.

### **Accommodation-based support**

The Supporting People Programme funds a total of 81 units across 9 refuges.

There are currently no refuges situated in the local authority areas of North Hertfordshire, East Hertfordshire and Three Rivers and service users from these areas access other services throughout the county and beyond.

Local levels of refuge units are measured as part of the Best Value Performance Indicator 225a (BVPI) and this measure requires that there should be 1 refuge unit per 10,000 head of population – currently this rate is approximately 0.78 per 10,000 within Hertfordshire.

Insecurity in housing (particularly in private rented housing - there are often assumptions made that all of our potential clients are in social housing) may exist as a result of the physical, sexual, emotional, financial and psychological effects of any incident of threatening behaviour, violence or abuse and by the need to flee the home or exclude the identified perpetrator in order to remain safe. The loss of housing, employment and income attributed to this creates a need for Supporting People services.

### **Floating Support Services**

The Supporting People Programme funds a total of 33 units across 3 floating support services.

Current contracted floating support services operate across Broxbourne and East Hertfordshire only and are provided by the same organisation.

## **Service Development**

Research assumes a need of 190 additional units across the county with suggestion of potential oversupply in Broxbourne. The suggestion of potential oversupply in Broxbourne requires further investigation and understanding. Local evidence demonstrates that services within Broxbourne also work across East Hertfordshire, North Hertfordshire, Harlow, London Boroughs and other areas.

Further research on access routes and pathways to housing-related support is needed, as those escaping domestic violence may present through homelessness and other routes.

The need for services for men has not yet been fully assessed. This is an area of further investigation and possible development.

The nature of need varies according to circumstance of those affected, and will require a mixed supply of provision types – including accommodation-based services such as refuges, as well as floating support and resettlement services.

Consideration will be given to the option of delivering a proportion of required units via other services, such as Sunflower Centres, which either currently offer housing-related support or have the capacity/potential to do so. This will help increase the availability of services across the county.

## Gypsies and Travellers

There are 280 pitches on 29 sites for gypsies and travellers in Hertfordshire. 11 of these sites (196 pitches) are managed by the County Council with the remainder (18) privately owned. The site at South Mimms is a transit site providing short term accommodation. Some gypsies and travellers are known to reside in housing though good quality data is not available in this regard. Currently there are two known private gypsy sites (8 pitches) without planning permission in the county (unauthorised developments).

Two needs assessments covering the county estimated future needs for accommodation for gypsies and travellers. An additional 80 plots/pitches in the West/South of the county and an extra 35 pitches in the East/North of the county will be required in the next five years. Transit provision also needs to be increased to reduce the numbers of illegal encampments (3 additional 10 plot sites estimated for the West and one for the East/North). District & Borough councils are responsible for the identification of sites and ensuring that there is a sufficient supply of pitches to meet these needs. The needs assessment and planning process is being carried out in partnership with the County Council. This estimate of an additional 155 plots corroborates the Supporting People needs model which estimated that an additional 160 units of housing related support would be required.

Gypsies and Irish Travellers are recognised ethnic groups under the Race Relations (Amendment) Act and the County Council's policy on gypsies and travellers covers a number of areas e.g. the provision of site wardens, assisting gypsies and travellers to apply for housing, encouraging take up of health

services; which are eligible for housing related support.

Good housing related support services can contribute to improved outcomes for people from gypsy and traveller communities and contribute to the objectives of partner agencies including improving the health of people from these communities and supporting early years outcomes and improved educational attainment among children.

Housing related support (covering 181 of the total pitches) is currently provided solely by the County Council's Gypsy Section at a cost of £256,000 in 2006/07, approximately 1% of the programme spend.

There are currently no other housing related support services providing for the needs of this group and the development of floating support services are required in order to ensure equitable access to housing related support for vulnerable members of gypsy and traveller communities. Generic floating support services will be suitable to provide housing related support to gypsies and travellers living in housing and could provide support on gypsy and traveller sites, although there are specific considerations that would need to be built in to the service specification for this to happen. Work is being done regionally to develop a model of floating support for gypsies and travellers and there is a possibility of commissioning this regionally or sub-regionally.

We will work with other authorities in the Eastern Region to appraise options for commissioning services to meet these communities across a wider area. An Eastern Regional Statement on gypsies and travellers is being finalised which aims to:

- Identify and protect services with a high proportion of 'out-of-

Administering Authority' users, which might not be seen as a local priority.

- Co-ordinate forward planning for priority services, in particular for those services near to the borders of each Supporting People Administering Authority area.
- Inform the Regional Housing Strategy.
- Monitor how services are operating and increase consistency in quality and process.
- Identify regional issues and refer on to relevant responsible partners.
- Develop, maintain and use accurate information about cross authority movements within the area.
- Contribute to commissioning/decommissioning decision-making and other planning decisions for relevant services.
- Consideration of cross authority issues raised at a local level.
- Develop a cross regional understanding of support and partnerships/networks.

Regional work illustrates variations between how Supporting People funding is used in relation to these communities and variations in unit costs across the region which require further analysis.

## Other Vulnerable People Who May Need Housing Support

This section of the strategy covers:

- Refugees
- People with HIV/AIDS
- Individuals who are socially vulnerable/socially excluded

The Supporting People Programme currently funds no specific housing related support services for these client groups. People with HIV/AIDS and people who are socially vulnerable or excluded are often included in other client groups discussed in this strategy.

### Refugees

In the United Kingdom, government and other agencies use the following definitions to describe asylum seekers and refugees:-

Asylum Seeker:

*someone who has made a formal application for asylum and is waiting for a decision on their claim. The Home Office must decide whether or not that person qualifies for protection under the 1951 UN Convention on Refugees.*

Refugee:

*someone whose application for asylum has been successful and has been given permission to live in the UK indefinitely.*

Hertfordshire received approximately 900 asylum seekers placed by the Home Office in the six years to 2004.

Approximately 270 of these gained leave to remain, of whom about 40 remain in Hertfordshire. After 2004, refugees were no longer placed in Hertfordshire due to changes in government policy.

## The Development of Services

There is little information available for the Hertfordshire area and no current specific services or provision in place funded by Supporting People. However, a number of asylum seekers may be here illegally and while they do not qualify for Supporting People funding, anecdotal evidence tells us that a high proportion of them have HIV / AIDS which may result in them seeking public sector assistance.

The Home Office has delegated authority for dealing with refugees on a regional basis. In Hertfordshire, the East of England Regional Assembly (EERA Supporting People in Hertfordshire is awaiting guidance from the East of England Regional Assembly (EERA) about the future provision of services for refugees.

In the meantime, we will work to assess the housing related support needs of refugees and plan how best to meet them, feeding this information into the EERA work.

### Partner Agencies

The children and refugee team (CART) still have designated responsibility to work with children and unaccompanied minors. Supporting People will continue to link with this team when developing services. Adult Care Services are looking at developing a team for vulnerable people who are eligible for care services but who do not fit into one of the specialist client group services. Joint commissioning of services with Supporting People may help to meet the needs of these people..

### People with HIV/AIDS

Hertfordshire Supporting People does not fund any specific services for people who have HIV/AIDS. However we recognise that people in this client group may well be vulnerable and socially excluded, and we expect all housing related support

services to be accessible to them and able to meet their support needs.

All supported housing services covered in this strategy should employ staff and have the facilities to be able to work with people with HIV/AIDS. We believe this support can be delivered within non specialist accommodation based or floating support services.

### **Individuals who are socially vulnerable/socially excluded**

#### **The Development of Services**

The Hertfordshire Supporting People programme is aware that there are groups of people who have unmet housing related support needs and who maybe classed as socially excluded or hard to reach.

The government's Social Exclusion Unit website defines social exclusion as follows:

*'Social exclusion happens when people or places suffer from a series of problems such as unemployment, discrimination, poor skills, low incomes, poor housing, high crime, ill health and family breakdown. When such problems combine they can create a vicious cycle.'*

*Social exclusion can happen as a result of problems that face one person in their life. But it can also start from birth. Being born into poverty or to parents with low skills still has a major influence on future life chances.'*

Socially excluded people can come from any part of our community, but some groups can be identified as more likely to be excluded and vulnerable, such as:

- People with low levels of literacy
- People who do not speak English

- People with physical and/or sensory impairments, and people with long-term health conditions, such as Aspergers / Autism who have also been subject to Anti-social behaviour orders as their condition is not understood
- People from certain ethnic minority groups
- People who frequently move home and have no permanent address
- Excluded older people
- Young adults (aged 16-25) with complex needs
- People who live in isolated rural parts of the county, with poor access to transport.

Some groups of people are traditionally known for leading chaotic lifestyles, having multiple needs or not spending enough time in the same place to enable them to lead a settled way of life. The Supporting People programme supports a number of these groups through the services that it currently funds.

We recognise that engagement with people who do not currently access services may need to be imaginative and may require working with specialist staff that liaise with hard to reach people. We plan to complement this input with a generic floating support service. This will be particularly important in a county as big as Hertfordshire as some vulnerable people may not be live near to more traditional building based services.

#### **Partner Agencies**

The Supporting People programme already works in partnership with key agencies in the voluntary and statutory sectors to develop such joint working and complementary services. But we need to do more to make sure that all people have access to appropriate support services.

This will include making contact and working with:

- Outreach and site based youth workers
- People who run drop in sessions,
- People who run soup kitchens,
- Community development workers,
- Health visitors,
- Needle exchange
- General Practitioners
- Psycho-geriatricians
- District Nurses
- Community Practice nurses
- Outreach drug workers
- Local police

We will also ensure that we provide accessible and helpful information about Supporting People services through the delivery of a comprehensive information and communications plan.

## Meeting the Diverse Needs of Hertfordshire

The Supporting People programme has an important role to play in improving equality of opportunity and access to services for all people in Hertfordshire.

Hertfordshire's population is made up of a wide range of communities with diverse cultures and needs. It is vital that the Supporting People programme recognises this and is able to respond to the housing related support needs of all individuals and communities in the county.

The county's population is a little over one million. Of these, 11.2% are from black or minority ethnic backgrounds. 4.9% of the population describe themselves as 'white other'. Asian people make up 3.4% of the population, of whom Indians are the largest group (1.6% of the total population). Black and Afro Caribbean people make up 1.1% of the population.

The age profile of the county is similar to the rest of England, but there are proportionately fewer people between 16 and 24 (9.9% in Hertfordshire compared to 10.9% in England) and over 65 (15.1% in Hertfordshire compared to 15.9% in England). We know that the number of older people is growing. For example the number of people over 85 years will increase by 760 people a year over the next 10 years.

There are people and groups in Hertfordshire who can find it hard to access mainstream services. This can be because of their culture and lifestyle, language, ability, disability, literacy or many other reasons. Some people, such as gypsies and travellers, find it hard to access services because they have no permanent address.

The Supporting People programme also needs to address issues and problems facing people living in rural areas of the county. Hertfordshire's Local Area Agreement refers to 'rural proofing' plans and services and this approach should play a part in the development of the county's Supporting People programme. It can be hard to identify the needs of people living in rural areas, but the Supporting People programme will take account of them and ensure that housing related support needs of people living in rural areas are addressed.

Existing service provision has developed and evolved over the years but this has not resulted in an even distribution of services across the county or according to identified areas of need. We will identify those areas that have a shortage or surplus of services for specific client groups and use knowledge to guide and inform the planning and commissioning of new services.

The Supporting People programme already successfully supports a diverse range of people, including many from hard to reach groups. However we need to do more.

In planning and commissioning services, the Hertfordshire Supporting People programme will consider ethnicity, gender, disability, age, sexual orientation, religion or belief, to ensure that services are available to all. Equality impact assessments will be carried out as appropriate in planning and commissioning new services and in remodelling existing services.

The Supporting People team is analysing the take up of Supporting People services by age, gender and ethnicity. This information will be used to help plan services in the future.

In developing new services, and maximising the impact of existing services, the Supporting People programme will identify hard to reach groups and develop ways to engage with them and improve their access to services.

An Equalities Impact Assessment of this draft strategy has been conducted and is available on the Hertfordshire Supporting people website.

.

## **Service user and carer involvement**

Service users, potential service users and carers rightly expect to see their needs as central to the way in which we how support is arranged, and how plans are made for future provision.

This means that service users and carers should have every opportunity to be involved in:

- Developing the Supporting People strategy and programme
- Commissioning new services
- Monitoring the quality of support (contract monitoring and review)
- Producing information about support services

Hertfordshire Supporting People will develop its involvement of service users and carers in order to make this a reality.

This strategy already contains feedback from service users who have been consulted and involved in the development of Adult Care Services over many years. Many of the questions and statements in this document are based on this dialogue with service users and carers. For example, many service users have told us that they want to receive support in their own homes. Carers have told us that they need professionals to look flexibly at the needs of their household, to co-ordinate better with other professionals, and to make it easy to get hold of clear information

However there is still a need for the Supporting People programme to involve service users across the range of groups covered by the programme, and in particular those for whom a link with Adult Care Services is not established.

The second critical issue for service users and carers is participation in the governance and decision making processes of the programme.

The diverse range of service users and representative groups who are clients of Hertfordshire's Supporting People programme makes meaningful engagement with service users and their carers a considerable challenge.

The Supporting People programme will work with service users and carers to agree and establish effective ways that enable them to participate in the development and delivery of the Supporting People programme. Initially we will do this on a client group basis. Depending on the views of service users, we will consider the establishment of service user and carer reference groups that cover all client groups in due course.

Wherever possible, we will use existing groups and forums. Where no satisfactory mechanisms exist we will promote their establishment in order to encourage the participation and involvement of as many service users and carers as possible

User consultation exercises will be conducted according to Hertfordshire County Council "Have Your Say" principles. These include requirements to define the purpose of consultation clearly in relation to the action that may result, to plan it effectively, and to avoid duplication of effort, whilst considering how the full diversity of potential service users can be engaged.

We will also make sure that the way that the Commissioning Body and Programme Development Group work is accessible to service users and carers. We recognise that this will involve training and support for the members and officers who sit on these groups, as well as service users and carers.

The way in which we take this work forward needs to be agreed with service users and carers, and their advocates.

## **Decision making arrangements**

This section of the strategy sets out how decisions about the development of the Supporting People programme, service delivery and programme management are made. It also discusses how they will need to develop in order to keep up with best practice in the future.

### **Commissioning Body**

The main decision making body for the Supporting People programme is the Commissioning Body. This is made up of representatives of the County Council, district and borough councils, the Primary Care Trusts and the Probation Service.

Normally the Commissioning Body meets every two months and is responsible for key policy, strategy and implementation decisions.

### **Programme Development Group**

The Programme Development Group (PDG) is responsible for developing strategic plans, policy proposals, performance monitoring and operational direction for the Supporting People programme.

The PDG usually meets every two months and is made up of officers from partners and providers. Providers elect five representatives to sit on the PDG.

### **Provider Forums**

Provider forums are held in each quadrant of the county four times a year. They allow all service providers to raise issues of concern, and be consulted on policies, proposal and developments. The outcomes of the forums are fed into the PDG and Commissioning Body.

### **Service Users and Carers**

As has already been noted, there are no formal structures for service users and carers to feed their views into the development and management of the

Supporting People programme in Hertfordshire. It is a priority to address this and to establish mechanisms which are valued and supported by service users and carers that allow them to have opportunities to participate and contribute at all levels of the programme.

### **Partnership Working**

Partnership working is at the heart of the Supporting People programme. It relies on the co-operation of many organisations to deliver strategic and operational success.

To oversee the partnership arrangements, a Memorandum of Understanding has been agreed, setting out simple rules to guide the decision making process.

### **The Future**

The Commissioning Body has agreed to review how organisations can most effectively be represented on it. In particular, it will look at how best to ensure the most effective engagement and participation of Members (councillors) and officers, and is considering the establishment of a Members' reference group.

Improving service user and carer involvement has been identified as a priority and will significantly enhance the quality of the decision making process.

## Commissioning and procurement

The supply of supported accommodation has not significantly changed since the introduction of Supporting People in Hertfordshire. The supply of Supporting People services must become more responsive to the needs of service users in all parts of the county. Consequently, we will use supply and needs analysis to shape the future development of the Supporting People programme, with the explicit intent of developing services that are not accommodation based.

It is clear that this will mean a change in the way that we currently spend the Supporting People budget, and that some services will receive less money in order to allow us to focus on agreed priorities.

As has been noted elsewhere in this document, there will not be sufficient resources to meet all identified needs. This will make the need for clear priorities for new developments essential. These priorities will drive commissioning decisions.

Services will be commissioned and procured in accordance with service and development priorities agreed in this strategy and in ongoing annual planning arrangements for the Supporting People programme.

In determining what new services to commission in the future, (2008 onwards) the Supporting People programme will establish priorities based on five criteria:

- Evidence – is there an established evidenced need for this service that cannot be met by the alternatives available?
- Opportunity – is there an opportunity to develop the scheme

or service in the area it is required at this time? 'Opportunity' in this sense is defined as, for instance, the availability of capital, land and required revenue. Remodelling, or change of service user group may also be considered as 'opportunity'

- Viability – will the service be financially viable throughout its intended duration, or will it need other funding sources which have not yet been identified?
- Value – does the intended service achieve wanted outcomes for people at a cost effective and affordable price?
- Policy – is the proposed new service in line with local strategy and policy frameworks?

In making these judgements, the views of service users and carers will be fully considered.

Potential services that fall into the priorities will then be considered for development when resources become available.

Wherever possible, new services will be put out to competitive tender to ensure that there is open competition amongst providers and that the best possible value for money can be obtained.

Commissioning arrangements will be designed to include participation from service users and carers.

Procurement procedures need to be flexible enough to allow the development of services in a range of circumstances, but will need to comply with the procurement regulations of Hertfordshire County Council, as the administering authority.

It is possible that the Supporting People programme could be granted some specific exemptions from the County Council's procurement regulations. This is subject to Cabinet approval.

The approach to procurement will recognise the value that small providers bring to the Supporting People programme. It will ensure that there is a level playing field established for all providers. We will seek to provide support to small providers where necessary to enable them to compete effectively in procurement exercises.

Commissioning of Supporting People services is currently primarily led by the Supporting People team. This may not always be the most appropriate or effective approach. In future we will explore the potential for commissioners of other services to take on the lead role for commissioning of some Supporting People services, where they are the main or lead commissioners of services that have a number of funding streams.

## Performance monitoring and service reviews

Hertfordshire's Supporting People programme is committed to maintaining and developing quality of all Supporting People services. A range of monitoring tools and approaches including active participation from service users will be utilised to ensure effective monitoring.

The Supporting People programme will focus on real outcomes for service users based on the emerging government model. (A decision has already been taken to adopt these as and when they are ready) It is likely to take account of:

- Strategic relevance
- Current/future demand
- Quality
- Performance
- Cost effectiveness
- User satisfaction
- Move on options
- Outcomes for service users

In order to ensure that services are making good use of Supporting People funding, we are currently undertaking a more comprehensive value for money exercise. This has been fully endorsed by providers who recognise and accept the need for reliable information on value for money.

Whilst we have information about what services Supporting People funds (in part or in full), there is a clear need to identify what proportion of overall costs are met by Supporting People and where other sources of funding come from.

We also need to be clear about what supported accommodation is provided that is not Supporting People funded or supported. This will be important when it comes to determining future development priorities.

The performance of all contracted services is monitored on a quarterly basis through the submission and analysis of performance returns (PIs). These measure service availability, utilisation, and staffing as a percentage of the respective contracted levels. All services are expected to meet the following targets:

- Availability 100%,
- Utilisation 90%,
- Staffing 95%.

Where performance falls below these standards, providers are given an opportunity to improve. Failing that, a contract default notice is served.

If improvements are not been forthcoming, reductions may be negotiated to the contract.

From May 2007, targeted audit visits will be made to services to check and improve the accuracy of PI returns.

This combination of value for money assessments, performance monitoring and outcome assessments will provide a clearer picture of how well services are performing overall and will be used by the Supporting People team to drive up standards across the programme.

Once we have conducted the comprehensive value for money reviews during summer 2007, we will use the findings to inform more in depth service assessments where specific concerns arise.

From 2008, we will conduct service reviews on a risk assessed basis. This will allow us to focus resources where they will have most impact, and will avoid unnecessary scrutiny and regulation for higher performing services (although they will not be exempt from audit visits to check PI returns).

## **Cross authority statement and sub- regional issues**

Hertfordshire Supporting People is a member of the Supporting People East Regional Group (SPERG), and already works with other Supporting People authorities to develop regional policies to improve the delivery of our services. Examples of these include work on:

- Gypsies and travellers
- Domestic violence
- Refugees
- Homelessness
- Investment plans
- Regional benchmarking

There are number of cross regional statements that have been agreed in order to promote and support cross authority working on a number of themes. These cover:

- Generic issues
- Domestic violence
- Offenders/those at risk of offending
- Travellers

In line with government expectations and requirements, we will work with neighbouring authorities to respond effectively to the needs of mobile vulnerable groups, and to look at regional provision of services rather than just a county by county approach. We will work with neighbouring authorities to develop jointly funded services – enhancing the range of services available and improving choice for service users.

We may explore opportunities to improve value for money and availability of services through aggregation of Supporting People contracts across the local region.

A joint, shared strategic approach will provide benefits both to Authorities – by

allowing them to jointly fund and manage a more effective range of services – and to Service Users – for whom there would be a better service range.

It will be important for the consultation process to identify all those authorities that we may need to work with to ensure that people in Hertfordshire have access to the Supporting People services that they need. Commissioning intentions will need to be developed and made explicit.

We need to;

- Define the mobile/cross authority groups
- Identify links to regional strategies (housing, re-generation and planning)
- Clarify supply issues and their impact on sub-regional/regional level.
- Identify providers in common and possible joint approaches (such as reviews)
- Explore cross authority commissioning for designated client groups

We will develop a cross authority statement that reflects the above factors and enhances a constructive and complementary approach to the work of neighbouring authorities and partners.

## Financial planning

It is important to note that financial resources will not enable all service gaps and priorities to be fully addressed. Financial planning will need to be clearly linked to agreed service development priorities.

The Supporting People Grant for Hertfordshire for 2007/08 is £21,000,881. This is about the same as the grant for 2006/07. It is likely that the grant in future years will, at best, remain at this level, although we have to be prepared for it to reduce.

It is therefore imperative that the Supporting People programme is based on sound financial plans and projections.

As the strategy is reviewed each year, it will assess the financial impact of robust application of eligibility and value for money on statutory services.. We know that there will be a funding gap for some services. The plans in future years will be explicit about how we will move to a position where only eligible services are funded. This needs to take reasonable account of the overall funding of vital services for vulnerable people.

However we are absolutely clear that Supporting People funding must only be used for eligible services.

The Hertfordshire Supporting People programme is moving toward establishing a maximum hourly rate and maximum numbers of hours available for different service intensity levels. This will be a significant aid in budget planning.

Financial planning will be informed by demand for services and supported by efficiency savings.

Where necessary we will plan resource shifts from one service user group to another in order to provide an appropriate balance of services across county.

The Supporting People grant for Hertfordshire in 2007/08 is £21,000,881. However our current total contractual commitments exceed this. We need to change the basis of our contracting so that commitments are reduced and better reflect actual usage of services. We also need to achieve savings by ensuring better value for money services

The Commissioning Body has established a Budget Strategy Working Group to develop the financial aspects of the Hertfordshire Supporting People programme. The aim of the Group is:

- To develop a financial strategy in order to sustain and develop housing related support services in line with the Supporting People Five Year Strategy
- To consider the financial issues and their impact, and to make recommendations to the Commissioning Body on appropriate action
- To ensure that financial planning to implement Five Year Strategy is in place and that the necessary links are made to the Programme Development Group

The Budget Strategy Working Group will work to maximise efficiency and effectiveness and ensure that the programme makes the best use of its financial resources.

## Consultation Questions

We want to make sure that as many people as possible have the chance to tell us what they think about what we are proposing to include in the new strategy. In this section we have set out some important questions that we want your views on. We also welcome any other comments and views on the strategy. Please use this opportunity to help us plan the way Supporting People services will develop in Hertfordshire in the future.

**Please send your comments to:**

**[supportingpeople@hertscc.gov.uk](mailto:supportingpeople@hertscc.gov.uk)**

**The Supporting people Team  
Hertfordshire County Council  
Adult Care Services  
Mount Pleasant  
Mount Pleasant Lane  
Hatfield  
AL9 5PU**

**All comments must reach the Supporting People team by Thursday 31 May 2007**

### **General**

1. In 2006, we agreed that the priorities for Hertfordshire's Supporting People programme should be young people, older people, people with mental health problems and achieving value for money throughout the programme. Do you think these are the right areas for us to focus on over the next year?
2. Does the proposed vision present an ambitious but appropriate statement of what Supporting People should be striving to deliver in Hertfordshire?
3. Does the strategy connect with key the service and client group strategies of all partner agencies in the county?
4. Are there any services which are not distributed according to need across the county?
5. What will the impact be of withdrawing any Supporting People funding that is currently used to pay for social care?

### **Older People**

1. Are there gaps in the provision of supported housing for older people in any parts of the county? If so, what services, and where?
2. What services should wardens/scheme managers in sheltered housing schemes provide?

3. Do all service users in sheltered housing require a warden service?
4. Do you agree that we should reduce Supporting People expenditure on sheltered housing to pay for other supported housing priorities?
5. Do you agree with the proposed development of floating support services to enable older people to be supported in their own homes?
6. How well do these services support informal carers?
7. How can future service delivery of Home Improvement Agencies reflect the change in owner occupation?

### **Mental health**

1. Is the level of substance use among people with mental health problems significant enough to require specialist housing related support?
2. Are there gaps in the provision of supported housing for people with mental health problems in any parts of the county? If so, what services, and where?
3. How do floating support services need to develop in order to meet needs in all areas?
4. What specific move-on and referral arrangements need to be agreed with social housing providers in order to promote independence, choice and support for people with mental health problems?
5. Will a move to integrated commissioning of accommodation and housing related support services be beneficial?

### **Learning disabilities**

1. Are supported housing services distributed according to need across the county?
2. Should the Supporting People strategy support growth in the amount of self-contained accommodation for people with learning disabilities?
3. Does a model of generic floating support across a range of client groups including Learning Disabilities offer an adequate model of support to people with learning disabilities?
4. What levels of intensity of support would need to be specified within an overall generic floating support service?

## **Physical disability**

1. Is there a need for a specialist service across Hertfordshire?
2. Does a model of generic floating support offer an adequate model in providing effective support to people with a physical and/or sensory impairment?
3. What type(s) and range of service model(s) should be considered and actively pursued in future development?
4. Do you agree with the proposed approach to only develop self-contained accommodation for this client group in the future?
5. How should services be designed to ensure effective referral/access so that choice and adequate support levels can be delivered?
6. How can the Supporting People programme work more effectively with HIAs and the District Councils to make more effective and efficient use of Disabled Facilities Grants?

## **Homelessness**

1. Are these services distributed according to need across the county?
2. How can we respond to the challenge of the government's targets to reduce temporary accommodation?
3. Are current models of hostel accommodation 'fit for purpose'?
4. Are there particular minority or hard to reach groups who are more vulnerable to homelessness and therefore need more service provision?
5. Does a model of generic floating support across a range of client groups fit the needs of homeless people?
6. Do you agree with the emphasis placed on developing generic floating support services to meet the housing related support needs of homeless people?

## **Substance misuse**

1. How well do the services provided through Supporting People for people with drug problems meet the diverse needs of the population?
2. Are services for drug users being delivered in the right areas of the county?

3. Should there be a wider distribution of services for people who use drugs across the county?
4. How can Supporting People develop support to services providing support to people who use drugs as a secondary need?
5. Should Supporting People develop more services for substance misuse as opposed to separate drug and alcohol services?
6. Do services for people with alcohol problems need to be better distributed throughout the county?
7. Is there is a need for specialist floating support for service users with more chaotic and complex substance misuse problems who may also be rough sleepers
8. Should more floating support be commissioned for people with alcohol problems?
9. If so, who should deliver that support, - specialist or generic workers?

### **Offenders**

1. How well does the existing location of support in Watford, Hertsmere and St Albans meet the need from across the county?
2. Is there a need for an offender service which is accommodation-based in those parts of the county where there is no current provision (east, or north and west)?
3. Should the development of floating support for offenders be a priority over the development of new accommodation-based services?
4. How can the support needs of offenders be identified and targeted better in non-offender services such as those for homeless people?
5. What are the implications of providing support to higher-risk offenders and can this client group be effectively supported by the Supporting People Programme?
6. How should floating support services to offenders be designed to ensure that referrals are able to be made quickly and that adequate support levels can be delivered?

### **Young people**

1. Are there any gaps in supported housing which you think have not been addressed in the new service model?

2. What steps should we take to ensure that all of Hertfordshire's young people with high level/complex needs can be supported?
3. Is there a need for specialist floating support for young people or should it be part of a generic floating support service which would work with services users of all ages and needs.

### **Domestic Violence**

1. How well does the existing refuge provision meet the need from across the county?
2. Does a model of generic floating support offer an adequate model in providing effective support to people escaping domestic violence?
3. An increase in the refuge units is needed to satisfy the requirements of government targets. How can future refuge development best meet this gap strategically?
4. Is the range of provision types suggested for the future appropriate to meet local needs?
5. How should services be designed to ensure effective referral/access so that choice and adequate support levels can be delivered?
6. How can commissioning and service delivery arrangements be improved to ensure effective support for this group?

### **Gypsies and Travellers**

1. Will generic floating support services be able to meet the needs of the gypsy and traveller communities or are specialist services required?

### **Other Vulnerable People Who May Need Housing Support**

#### **Refugees**

1. Is the accommodation and housing related support available to refugees adequate to meet their needs? If not, what are the priorities for improvement?
2. What information do we already have about the housing related support needs of refugees?
3. What is the extent and nature of support provided by other organisations to refugees? Does this overcome the need for Supporting People services to be developed?
4. Who are the key partners / agencies the Supporting People programme in Hertfordshire should be working with to develop appropriate provision?

## **HIV/AIDS**

5. Is the current approach to meeting the housing related support needs of people with HIV/AIDS appropriate?
6. Is there a need for a specialist housing related support service for people with HIV/AIDS?

## **Individuals who are socially vulnerable/socially excluded**

7. Are there vulnerable and hard to reach groups that have not been identified in this draft strategy?
8. Is the development of generic floating support services the most appropriate way to respond to the needs of these diverse client groups?
9. How well do existing accommodation based services respond to the needs of these diverse client groups?

## **Diversity**

1. Are there any key issues that have not been addressed by the Equalities Impact Assessment of the draft strategy?
2. How well does existing provision provided through the Supporting People Programme meet the diverse needs of current and potential service users from all client groups within the local population?
3. Are there particular client group services which do not meet the diverse needs of the people of Hertfordshire?
4. Does existing provision make a positive contribution to wider strategic agendas; with particular regard to the key themes of the White Paper – ‘Our Health, Our Care, Our Say: a new direction for community services’?
5. Are there any minority or hard to reach groups that have not been identified in the strategy?
6. Is there a need to develop any specialist services (accommodation based or floating support) to address the needs of minority/hard to reach/excluded groups?
7. What can the Supporting People programme do to help address the over-representation of certain groups in the criminal justice system?
8. What should the Supporting People programme do to promote the social inclusion of people with physical and/or sensory impairments?

9. How well do the services provided through Supporting People for homeless people meet the diverse needs of the population?
10. How well do the services provided through Supporting People for offenders meet the diverse needs of the population?

### **Service User and involvement**

1. Would a Service User Reference Group be a helpful way to allow service users to become effectively involved?
2. How can existing service user and carers' forums and groupings be integrated into the Supporting People programme?
3. How can the Commissioning Body and Programme Development Group ensure service user involvement across the decision making processes?
4. Are the three key areas identified the key ones for service users?
  - Developing strategy for new services and changes to services
  - Monitoring the quality of support (Contract Monitoring and Review)
  - Producing information about support services

### **Performance monitoring and service review**

1. Does this section reflect all that should be done to review and monitor services?
2. Will the proposed move to risk based service reviews ensure effective monitoring of services?

### **Cross authority statement and sub- regional issues**

1. Does the content of the strategy reflect and complement the policies and strategy adopted by the Supporting People East Region Group (SPERG)?
2. Which are the groups who are mobile across authorities?
3. What services would benefit from joint funding and delivery arrangements with other authorities?